

RFP-10-86 Vendor Questions

Q1. Does the state use specific assistive technology platforms or software? To more accurately complete Attachment D we would like to know more specifics on the software used.

A1. *The State does not use any assistive technology beyond what is provided in standard PC products such as the Microsoft Windows operating system and standard internet browsers such as Internet Explorer or Firefox. The intent of attachment D is to evaluate the level of compliance of the proposed solution to accessibility standards as outlined in Section 508 of the 1998 amendments to the Rehabilitation Act.*

Q2. **Attachment C: Statement of Work
1.0 Introduction and Background**

The Introduction and Background of the Request for Proposal (RFP) states that “The assessment tool(s) should be web-based with paper and pencil options available, although other alternatives may be considered.”

For paper-and-pencil assessments, does the Indiana Department of Workforce Development (DWD) intend for the vendor to supply automatic scoring service for these assessments, or will the WorkOne centers’ staff be able to do so if the successful vendor provides them with the ability to do so internally?

A2. *The vendor should provide information about equipment requirements, scoring challenges, turn-around time, and costs for scoring paper-and-pencil assessments.*

Q3. **Attachment C: Statement of Work
TAB C: Technology Requirements and Real-Time Integration of Results**

We would like to request that the DWD supply technical documentation for the Enterprise Service Bus (ESB) or web service utilized for us to ascertain the technical details of how the requested interface would need to work to accommodate the requirements of the RFP.

A3. *The ESB for DWD uses Workday (formerly CapeClear) ESB software. It uses open source standards for file transfer, SOAP messages, XSLT 1.0 transforms, and WSDL for external access definition. While there currently is no service for the intake of Career Interest and Aptitude data, the ESB is currently active in interfaces with other external partners.*

Q4. Tab C indicates that in addition to system integration, the DWD requires a file transfer; however, the mechanism required for the file transfer is not detailed. Does the DWD intend for a standard SFTP solution across the Internet? A different solution?

A4. *DWD seeks real-time integration of assessment results into the case management system. The intent of this section is for the vendor to provide information on the current ability of the proposed solution to perform data transfer, whether with web services, ftp, database mirroring, and/or other methods at their disposal. These are not requirements for the proposed system, but rather a solicitation for the modes of data transfer available to the vendor. The State does have FTP and SFTP portals available for such transfers. The State does require that the transfer of any sensitive data be secure through secure transfer methods and/or data encryption.*

Q5. Section 1.14 of the RFP states: "The term of the contract shall be for a one (1) year period from the date of contract execution. There may be three (3) one year renewals for a total of four (4) years at the State's option."

Section 2.5 of the RFP states: "The Baseline for this RFP is \$833,000 per year."

Section 3.2.3 of the RFP states: "Price will be measured against the State's baseline cost for this scope of work."

Given this information, will the State be measuring only the Year One price of the offer or against the State's baseline price of \$833,000 or will the State use the offeror's average price over the maximum four-year term of the contract to measure against the baseline price of \$833,000?

A5. *Price points will be awarded based on **Year One** cost measured against the State's baseline price.*

The State would like each respondent to provide price for renewal years 2, 3 and 4 for consideration during the Management Assessment/Quality Evaluation.

Q6. We would like to please request information regarding the agencies that have been selected to act as a proposal evaluation team for the RFP-10-86.

A6. *This information will not be provided.*

- Q7. Attachment C 1.0 Introduction and Background
What is the make-up of DWD's client population (e.g., education level, job level, basic skill level, length of unemployment, etc.)? What percentage of clientele falls into each group?
- A7. *Our population is diverse in terms of education, job, skills, age, and employment experience. Clients include those adult and youth who are dislocated, underemployed and unemployed. Much of this population is at-risk and will have barriers and obstacles to education, occupational training, and the job search.*
- Q8. Attachment C, TAB A, Item # 2
Does the State need to have access to both online and paper/pencil versions of the assessment tools? Furthermore, if paper/pencil is needed, who will assume the cost and effort associated with shipping and scoring the assessments?
- A8. *Yes, the State needs to have access to both online and paper/pencil versions of the assessment tool(s). The State will assume the cost and effort associated with the shipping and scoring of assessments but we also seek options for onsite scoring. Please provide the State with any costs associated with self-scoring and/or shipping of the assessments to the vendor.*
- Q9. Attachment C, TAB A, Item # 4
Can the state please confirm that the assessment tools will only be implemented into the WorkOne centers? Are there any other locations the Vendor should consider?
- A9. *The assessment tool(s) may also be implemented in other workforce development settings, in Department of Education settings, and among youth providers.*
- Q10. Attachment C, TAB A, Item # 4
Can the State share if the Vendor's solution will be required to be used by all the WorkOne centers?
- A10. *Administrators at every site will require access to the Vendor's solution.*
- Q11. Attachment C, TAB A, Item # 4
Will the new assessments be associated with particular WorkOne programs (e.g., Career Advancement Accounts, Ready Indiana, Work Keys, etc.)?

A11. *The assessments will not be directly associated with particular programs but can be used to support academic and career counseling for programs and general job search efforts.*

Q12. Attachment C, TAB A, Item # 4

Can the State share the current process flow on how individuals utilize the WorkOne centers now? For example: schedule appointment >> complete educational attainment assessment >> complete career interest assessment >> counseled on results >> provided with copy of reports >> etc.

A12. *The WorkOne center flow varies by region. However, the flow mentioned in the provided example is similar to what many WorkOne centers currently utilize.*

Q13. Attachment C, TAB B

General Question – can the State share assessments that are currently used in the WorkOne centers, along with the respective annual volumes?

A13. *There are a number of assessments currently being used in the WorkOne centers. Annual usage volumes vary by region and WorkOne Center; volumes are not tracked by the State currently.*

Q14. Attachment C, TAB B

General Question – will the WorkOne centers continue to use the assessments they are currently using after the new solution is implemented?

A14. *At a minimum, the WorkOne centers will use the state-procured tool primarily.*

Q15. Attachment C, TAB B

General Question – are there specific skills or aptitudes that DWD would like to see covered by the recommended assessment tools?

A15. *There are not particular skills or aptitudes that the State would like to see covered by the recommended assessment tool. However, the State would like to see a wide variety of skills and aptitudes that are linked directly to a range of occupations.*

Q16. Attachment C, TAB B

General Question – can the State share how assessment results reports are currently utilized with WorkOne clients?

A16. *The assessment result reports are currently utilized differently by region, WorkOne office, and client. In some cases clients receive staff-assisted*

interpretation; in other cases the clients self-interpret results, with or without a guide.

Q17. Attachment C, TAB B

General Question – is the State willing to use multiple different assessments for WorkOne clientele based on criteria such as education level, job search needs, and stage of career development?

A17. *Yes, the State is willing to consider the use of various assessments.*

Q18. Attachment C TAB B, Item # 4

Can the State define what is meant by “limited reading skills”?

A18. *The State is referring to those who have reading skills below the 6th grade level or those who struggle with reading English and/or Spanish (such as ELL and ESL students).*

Q19. Attachment C, TAB B, Item # 4b

Can the State clarify what is meant by a “locator”?

A.19. *A locator is meant to determine what version of an assessment is most appropriate for the client. It may be used when there are multiple versions and/or lengthier versions of an assessment offered.*

Q20. Attachment C, TAB B, Item # 4c

Please describe situations when the state would want the assessments to be administered in a group setting?

A20. *Because of the volume of clients, counselors may need the ability to assess individuals in a group setting when necessary and appropriate.*

Q21. Attachment C TAB B, Item # 5

Does the state prefer for candidates to be provided with the assessments results/reports directly or provided to the candidate via an administrator?

A21. *The State prefers that results are provided to the candidate via an administrator/counselor and are interpreted with the assistance of a counselor.*

Q22. Attachment C TAB B, Item # 7

How are the assessments administered today?

Would the state prefer candidates be able to pick assessments and self administer to reduce staff time associated with administration of the assessments or does the state prefer to have the staff administer all of the assessments? Or would the state prefer to have both options for administrations (candidate self serve and staff administered)?

A22. *Currently, assessments are being administered in a variety of ways, depending on the WorkOne centers and the region. The State prefers for staff to counsel clients to determine the assessments that are necessary. Administration of the assessments needs to happen efficiently due to a large volume of clients.*

Q23. Attachment C, TAB B, Item # 10
Can the State share what specifically is meant by “workforce development” and “economic development”?

A23. *“Workforce development” refers to assisting those that are unemployed and/or dislocated and are seeking academic and career guidance. “Economic development” refers to assisting those that are underemployed or youth that are seeking career guidance.*

Q24. Attachment C, TAB C
Is the State looking for a suggested solution and associated cost for each of the 5 options?

A24. Yes.

Q25. Attachment C, TAB C
Will the Vendor be required to import any existing data? If so, please explain the type of data and how it would be provided.

A25. *Regarding Career Interest and Aptitude data, the State has no existing data that will be imported into the chosen solution. If the proposed system requires certain setup information from the State, e.g. local office addresses and phone numbers, such data will be provided in comma-delimited text files.*

Q26. Attachment C, TAB C, Item # 5
Can the State clarify what is meant by “utilization of a centralized enterprise database”?

A26. *This is to assess whether, regardless of vendor- or state-hosting, the proposed system is designed to use a centralized database or a distributed database. For example, would users of the proposed system located in Evansville and Fort Wayne be connected to the same centralized database, or would each location be connected to a separate local database? The State prefers a centralized database. Also, in the case of a vendor-hosted database, the State will desire access to the vendor-hosted databases for purposes of reporting and other needs as necessary.*

Q27. Attachment C, TAB D

Can the State share if there is an annual budget for this program that the Vendor should consider when completing the Cost Worksheet?

A27. *As is referenced in the RFP 10-86 document, Section 2.5, the baseline is \$833,000.*

Q28. Section 2.5 Can the State clarify how the baseline of \$833,000 was determined?

A28. *The baseline was determined through an RFI process.*

Q29. Does the state seek to measure career aptitude with a performance test for abilities, or a self-report of abilities?

A29. *The State is willing to consider either/both.*

Q30. How would the state prefer that vendors with a pre-published product utilize Minority and Women's Business Enterprises?

A30. *The State does not offer suggestions in this area.*

Q31. Can the 11 regions of WorkOne centers be consolidated for vendor-provided in-person professional development presentations to key/lead personnel –for example in 4-5 cities across the state?

A31. *The State is willing to consider different scenarios for training administrators.*

Q32. Please explain the meaning of the term "locator" in Attachment C, p.2, item 4.b.

A32. *A locator is meant to determine what version of an assessment is most appropriate for the client. It may be used when there are multiple versions and/or lengthier versions of an assessment offered.*

Questions on "1.0 Introduction and Background"

Q33. Can you clarify your interpretation or meaning of "aptitude"?

A33. *In terms of "aptitude" the State means that the tool should measure a person's ability/capability to enter, persist, and succeed in a field of study, industry areas, occupations, etc.*

Q34. Are you looking to define the abilities of the dislocated and underemployed?

A34. *Yes. We are looking to define the abilities, interests, values, etc., of a very diverse group of clients, including but not limited to dislocated and underemployed adults and youth.*

Q35. Does the State of Indiana want us to build-in or incorporate ACT WorkKeys, provide a cheaper alternative, or both?

A35. *It is not necessary to consider WorkKeys when responding to this RFP.*

Q36. What existing interest tests would you like to be built into this system?

A36. *There are no pre-existing interest tests that the State would like to be built into this system.*

Questions on TAB B

TAB B states:

"DWD is seeking an assessment tool or tools that measure the career interests and aptitude of adult learners and/or that helps individuals match interests, learning styles, personality traits, skills, values and aptitude with occupational and educational pursuits."

Q37. Can you please define how the term "skills" is different from "aptitudes" or "abilities"?

A37. *Aptitude is the ability to learn or the natural tendency to do something well. Skills are more defined, and you either have them or you don't. Skills can be attained through training or work experiences.*

Q38. What learning styles would you want to assess?

A38. *Any and all.*

Q39. What personality traits would you want to assess?

A39. *Any and all.*

Q40. In regard to item 4b. Can you please define "locator"?

A40. *A locator is meant to determine what version of an assessment is most appropriate for the client. It may be used when there are multiple versions and/or lengthier versions of an assessment offered.*

Questions on TAB C

Q41. Do you have a preference for having the state host the solution?

A41. *The State prefers a State-hosted solution. In the case of a vendor-hosted solution, the State will desire access to any vendor-hosted database for purposes of reporting and other needs as necessary.*

Q42. In regard to submitting results electronically to your ESB via Web Services calls, could you please provide more details on the specific protocols used and a definition of the API?

A42. *The ESB for DWD uses Workday (formerly CapeClear) ESB software. It uses open source standards for file transfer, SOAP messages, XSLT 1.0 transforms, and WSDL for external access definition. There currently is no service for the intake of Career Interest and Aptitude data, so there is no specific API for this transfer. However, the ESB is currently active in interfaces with other external partners, wherein those partners submit xml messages to the ESB target services as defined by the services' WSDL.*

Q43. Items 1 through 4 outline a number of integration techniques. Could you please provide more detail on any integration you are expecting or hoping for?

A43. *DWD seeks real-time integration of assessment results into the case management system. The intent of this section is for the vendor to provide information on the current ability of the proposed solution to perform data transfer, whether with web services, ftp, database mirroring, and/or other methods at their disposal. Each of these methods are not all required for the proposed system, but rather it is a solicitation for the transfer modes available to the vendor, in order to do the required transfer of data to the case management system. In other words, it is the transfer that is required, not the methodology. Data transfer methods closest to real-time are preferred.*

Q44. Can you please provide more information about "Utilization of a central enterprise database"? Do you want the system to use existing database platforms which the state already uses? Or, do you want to make sure the system itself is using a single primary database for all its persistent information? Do you prefer a specific database platform?

A44. *This is to assess whether, regardless of vendor- or state-hosting, the proposed system is designed to use a centralized database or a distributed database. For example, would users of the proposed system located in Evansville and Fort Wayne be connected to the same centralized database, or would each location be connected to a separate*

local database? The State prefers a centralized database. For State-hosted solutions, the State prefers Oracle and Microsoft Sql Server databases for enterprise systems.

Q45. In 1.21 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR COMMITMENT, is the DWD requesting participation by both Minority Business Enterprises AND Women Business Enterprises, or is the DWD requesting participation by enterprises that fall under one OR both designations as defined in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms?

A45. *A business that qualifies as an Indiana Certified MBE or WBE can only be used as one or the other; in other words, one company cannot be submitted as both an MBE and WBE.*

Q46. *Tab C #5: "Utilization of a centralized enterprise database."*
Is this a centralized DWD database, or a centralized contractor database? If it is a centralized DWD database, will the assessment system be accessing the database directly?

A46. *This is to assess whether, regardless of vendor- or state-hosting, the proposed system is designed to use a centralized database or a distributed database. For example, would users of the proposed system located in Evansville and Fort Wayne be connected to the same centralized database, or would each location be connected to a separate local database? If the proposed solution uses a State-hosted database, the State will evaluate that solution and the suitability of its connectivity in light of the State's security requirements as outlined in the RFP Tab C.*

Q47. *Tab C #12 Completing the Assistive Technology Compliance Evaluation Form*
If our proposed system meets the indicated criterion, what are you looking for in the "Supporting Features" column? A list of features in the system that meet the criterion would be impractical if ALL features in the system meet the criterion. Is "All" in the "Supporting Features" column with a simple compliance statement in the "Remarks and Explanations" column an acceptable way to complete the form?

A47. *Yes, a statement of compliance is sufficient if all features of your proposed system meet each criterion.*

Q48. *TAB C #12*
The Assistive Technology Compliance Evaluation Form included in Attachment C is for software applications and operating systems (standards from the Rehabilitation Act Section 508 Subpart B § 1194.21 Software applications and operating systems). If we are proposing a web-

based application for DWD for the Assessment Tool Measuring Career Interest and Aptitudes, should the Compliance Form not cover the standards in Section 508 Subpart B § 1194.22 Web-based intranet and internet information and applications?

A48. *Yes, vendors offering a web-based solution should include a form describing the compliance of their solution with items (a) through (p) of Subpart B § 1194.22 from the Rehabilitation Act Section 508. An Excel version of the AC Compliance Form including Web-Based apps has been posted to the website.*

Q49. 2.3.8 Is a copy of the specific bylaw item or board minutes sufficient as proof? Since the entire bylaws and minutes involves items outside of this RFP and would not be germane to the proposal.

A49. *Yes, that will be sufficient.*

Q50. What changes are there from the April 29 version versus the original version posted?

A50. *Per Addendum 1, the time listed for the pre-proposal conference in the original RFP version was incorrect; the updated RFP version posted on 4/29 simply provided the correct conference time.*

Q51. 1.7 Is a USB flash drive an acceptable substitute for a CD-ROM?

A51. *Yes.*

Q52. 1.15 Are confidential items only provided in hard copy format?

A52. *Confidential items may be placed on separate CD-ROMs from the proposal response and identified as such.*

Q53. 3.2 Do you have any more specifics as to the breakdown of the 35 points for the Management Assessment/Quality (Business and Technical Proposal) section? In other words, is there more weight to experience, or to product itself, or to references, or what factors?

A53. *No.*

Q54. What price is the state currently paying for these services or your best estimate?

A54. *The State is not currently paying for these services.*